COMMUNICATION PROCESS & CROSS-CULTURAL ASPECTS

COMMUNICATIONS

THE SUCCESSFUL EXCHANGE OF INFORMATION BETWEEN INDIVIDUALS.

Engaged worldwide with ready units and soldiers.

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GUIDELINES FOR EFFECTIVE COMMUNICATION

- **PREPARE**

YOURSELF

- **CHECK PARTNER**
- **BE POSITIVE**
- **USE “I” MESSAGES**
- **BE SPECIFIC**
- **ACTIVE LISTENER**
- **STAY FOCUSED**

FACTORS OF INTERPERSONAL COMMUNICATIONS

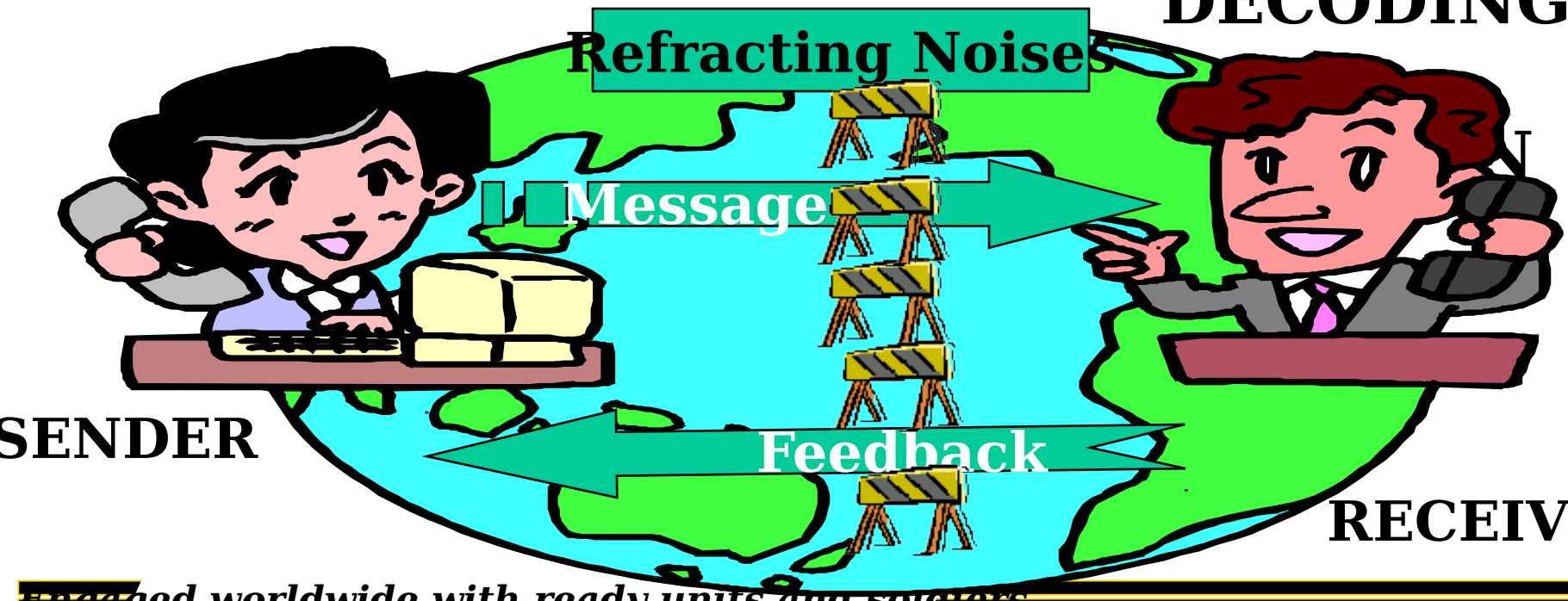
- **SELF-CONCEPT**
- **POOR SELF-CONCEPT**
- **COPING WITH ANGRY**

FEELINGS

- **ADMIT YOUR EMOTIONS**
- **SELF-DISCLOSURE**

ELEMENTS OF THE COMMUNICATION PROCESS

1. IDEATION
2. ENCODING
3. TRANSMITTING
4. RECEIVING
5. DECODING



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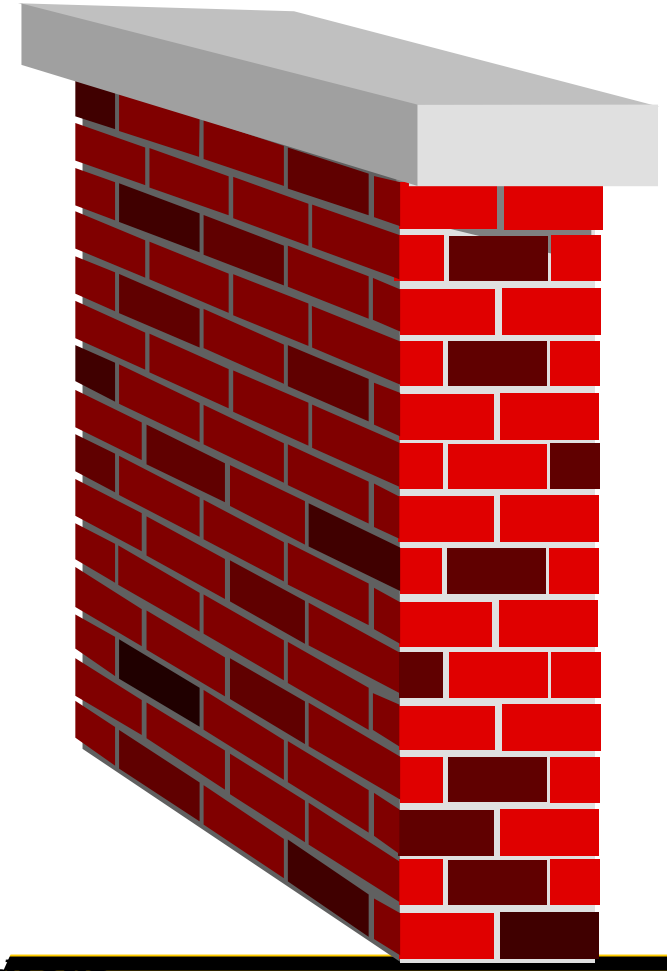
STYLES OF COMMUNICATION

- **FRIENDLY, SOCIABLE OR PLAYFUL**
- **DIRECTIVE, PERSUASIVE, DEMANDING, EVALUATIVE, BLAMING, OR PRAISING**
- **SPECULATIVE, TENTATIVE, UNCERTAIN, SEARCHING, REFLECTING, EXPLORING OR INTELLECTUAL**
- **DISCLOSING, REVEALING, EXPLICIT, RESPONS ACCEPTING, AND AWARE**

COMMUNICATION BARRIERS

PREOCCUPATION
EMOTIONS
HOSTILITY
STEREOTYPING
DEFENSIVENESS
STATUS
ENVIRONMENT
INTEREST
EDUCATION



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CROSS-CULTURAL MISUNDERSTANDINGS

- **SOCIAL COURTESIES**
- **FLOW OF INFORMATION**
- **ASSERTIVENESS**
- **CULTURE**
- **HONESTY**

BARRIERS TO CROSS-CULTURAL UNDERSTANDING

- SONGS, SYMBOLS, AND GESTURES
- ACCENTS
- JIVE AND JARGON
- LACK OF TRUST

SIGNS AND GESTURES

- MALCOLM “X”
- CONFEDERATE FLAG
- HANDSHAKES
- PEACE SIGN
- POLITICAL CARICATURES
- NATIONAL FLAGS
- CLENCHED FIST

ACCENTS

- AMERICANS OFTEN REACT NEGATIVELY WHE LISTENING TO PEOPLE WITH STRONG FOREI ACCENTS
- INDIFFERENT WHEN SOMEONE IS STRUGGLI WITH THE ENGLISH LANGUAGE
- CAN LEAD TO OTHER ASSUMPTIONS AND BIA